



NO: 01-C-03
Non-Compliance

DATE: October, 2000

CATEGORY TYPE: Transaxle-01

CATEGORY: Automatic

PRODUCT CAMPAIGN BULLETIN

SUBJECT: PARK LOCK CABLE OPERATIONAL CHECK AND ADJUSTMENT, IF NECESSARY

YEAR and MODEL: 2000 – 2001 SATURN S-SERIES VEHICLES (ALL MODELS EQUIPPED WITH AUTOMATIC TRANSAXLES)

TO: ALL SATURN RETAILERS and AUTHORIZED SERVICE PROVIDERS

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonably equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the owner letter, the owners are being instructed to contact the Saturn Customer Assistance Center if their Retailer does not remedy the condition within five (5) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, owners are instructed on how to contact the National Highway Traffic Safety Administration.

SATURN bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your *SATURN* Retailer for information on whether your vehicle may benefit from the information.

Saturn is asking owners and Retailers to perform a functional check of the automatic transaxle park lock cable assembly operation, and, if necessary, to have the cable adjusted. If owners are not comfortable performing the functional check themselves, they are given the option of having a Retailer do it for them.

VEHICLES INVOLVED

Only selected 2000 – 2001 model year Automatic Transaxle equipped Saturn S-Series vehicles within the following VIN ranges will require this campaign.

2000 Model Year VIN Range (All Models) = YZ203155 – YZ270052

2001 Model Year VIN Range (Coupe Only) = 1Z103155 – 1Z170052

2001 Model Year VIN Ranges (All Models) = 1Z200001 – 1Z208464

You must verify campaign involvement through your AS400 system. It is important to note that campaign claims will only be paid on involved vehicles.

OWNER NOTIFICATION

Owners of all involved vehicles will be notified of this campaign by Saturn. (Refer to the owner letters included in this bulletin.)

FACILITY VIN LISTING

A list of vehicles assigned to you (Facility VIN Listing), which our records indicate were sold by or shipped to you, (or are located in close proximity to your facility) is enclosed.

This listing contains:

- Owner's name with address and telephone number;
- Complete vehicle identification number (VIN); and
- VINs of vehicles, which according to Saturn records are in retail stock.

The Facility VIN Listing (with owner information) is furnished to involved Retailers with the Product Campaign Bulletin. Although these vehicles are assigned to your facility, it is important to note that owners may elect to have their vehicle serviced at the Saturn Retail Facility of their choice.

Those Retailers not involved initially in this campaign will receive a message at the top of a blank Facility VIN Listing that states: NO VEHICLES ASSIGNED AT THIS TIME FOR CAMPAIGN 01-C-03.

RETAILER RESPONSIBILITY

All unsold vehicles in Retailers' possession and subject to this campaign must be held at the retail facility and repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles.

Retailers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your vehicle inventory are to be contacted by the Retailer and arrangements made to make the required correction according to the procedure contained in this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your retail facility for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with the standard previously identified. Under 49 U.S.C. section 30112 of the Highway Safety Act as amended, it is illegal for a retailer to sell a new motor vehicle which the retailer knows does not comply with an applicable Federal Motor Vehicle Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your retail facility may be subject to a civil penalty up to \$1,100 for each such a sale.

TRANSFER OF CAMPAIGN RESPONSIBILITY

Saturn vehicles that have been sold by you, which may be closer in proximity to another Saturn Retailer, may still appear on your Facility VIN Listing. If either you or the vehicle owner determines that it is more desirable for a vehicle on your Facility VIN Listing to be serviced by another Saturn Retailer, or if the customer's address has recently changed, campaign responsibility may be transferred by completing the following:

- Submit a Campaign Vehicle Action Report to your Customer Assistance Manager (CAM) at the Saturn Customer Assistance Center.

- OR -

- Submit an update in owner information to the Saturn Owner of Record system, via SERVICELINE XL, for Saturn Customer Assistance Center review and approval.

A copy of the Campaign Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # S0397050). All changes to campaign responsibility will be reflected in your next Unfixed VIN Report.

All other changes in vehicle status (e.g., scrapped, stolen, etc.) are to be made in accordance with section 4.4.3 of the Retailer Service Reference Guide, "Notifying Saturn of Vehicle Status Change."



CAMPAIGN VEHICLE ACTION REPORT

VIN: _____
CAMPAIGN NO(S): _____
FACILITY CODE: _____

CHANGE VEHICLE STATUS TO (PLACE AN [X] IN THE APPROPRIATE SPACE):

<input type="checkbox"/> VEHICLE STOLEN	VEHICLE STOLEN: _____
	POLICE RPT. NO.: _____
<input type="checkbox"/> VEHICLE SCRAPPED	DATE SCRAPPED: _____
<input type="checkbox"/> OWNER UNRESPONSIVE UNREACHABLE	SUPPORTING DOCUMENTATION: _____
<input type="checkbox"/> VEHICLE TRADED TO: RETAILER'S NAME: _____	RETAILER CODE: _____
<input type="checkbox"/> VEHICLE EXPORTED	EXPORT DEST.: _____

CHANGE OF OWNERSHIP INFORMATION:

(OWNERS FIRST NAME) (LAST NAME)

(STREET ADDRESS)

(CITY, STATE/COUNTRY, ZIP CODE)

COMMENTS:

THE ABOVE INFORMATION IS, TO THE BEST OF MY KNOWLEDGE,
ACCURATE AND COMPLETE AS SHOWN, IN ACCORDANCE WITH
THE CAMPAIGN REPORTING REQUIREMENTS UNDER FEDERAL
MOTOR VEHICLE SAFETY STANDARDS.

(AUTHORIZED RETAIL REPRESENTATIVE, TITLE)

(CUSTOMER ASSISTANCE
MANAGER or DESIGNEE)

CUSTOMER ASSISTANCE MANAGER APPROVAL (YES/NO): _____

IF NO, REASON: _____

WHEN COMPLETE:
RETAILER: SEND TO CUSTOMER ASSISTANCE MANAGER:
SATURN CUSTOMER ASSISTANCE CENTER
100 SATURN PARKWAY MAIL DROP S-34
SPRING HILL, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO CAMPAIGN COMPLIANCE COORDINATOR:

SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

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PARTS INFORMATION

No parts are required to perform this campaign.

SUGGESTIONS FOR ENSURING CUSTOMER SATISFACTION

As you know, Saturn's success hinges upon our ability to execute superior customer support throughout the ownership experience, especially when important corrective actions such as this are required.

It is imperative that every effort is made to accommodate the affected owners. Additionally, priority should be given to customer vehicles over retail inventory vehicles. If you have any questions, please coordinate with the Saturn Customer Assistance Center to help ensure customer satisfaction.

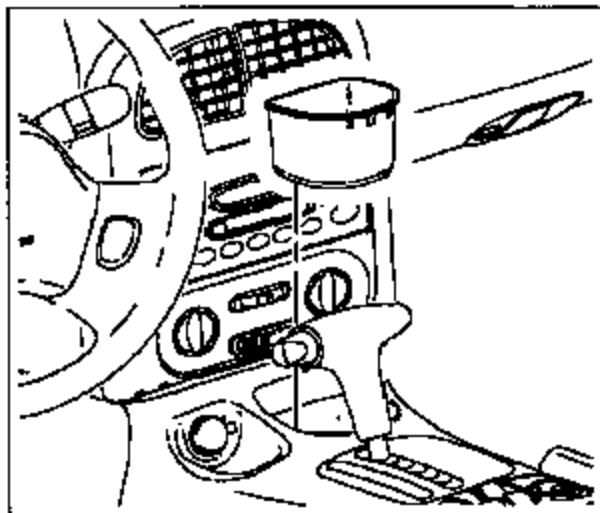
SERVICE PROCEDURE

PARK LOCK CABLE OPERATIONAL CHECK

1. Set parking brake.
2. Ensure that shifter is in "P" (park) position.
3. Remove ignition key from ignition switch.
4. Depress shifter button and use normal effort to attempt to move shifter out of "P" (park) position.
 - If shifter can be moved out of "P" (park) position, perform the "PARK LOCK CABLE ADJUSTMENT" procedure in this bulletin.
 - If shifter cannot be moved out of "P" (park) position, continue to next step.
5. Affix Campaign Completion Label on a clean and dry surface of radiator core support, in an area clearly visible when hood is raised. (For more information, refer to "CAMPAIGN COMPLETION LABEL" in this bulletin.)

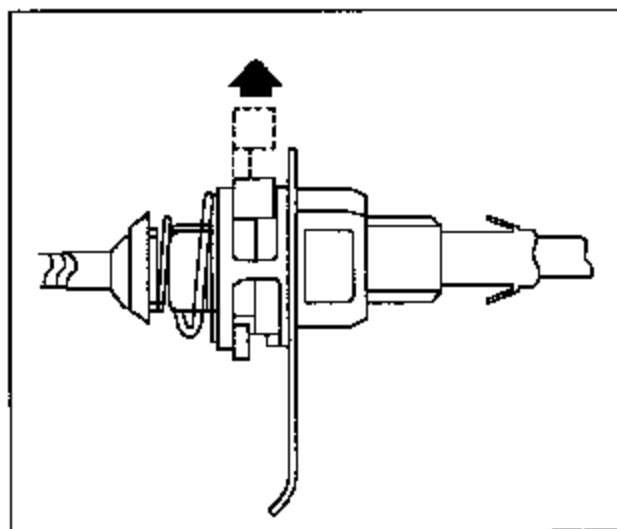
PARK LOCK CABLE ADJUSTMENT

1. Put shifter lever in "P" (park) position and turn ignition key to LOCK position.
2. Remove ignition key from ignition switch.
3. Remove front cup holder/ashtray assembly to gain access to park lock cable assembly.

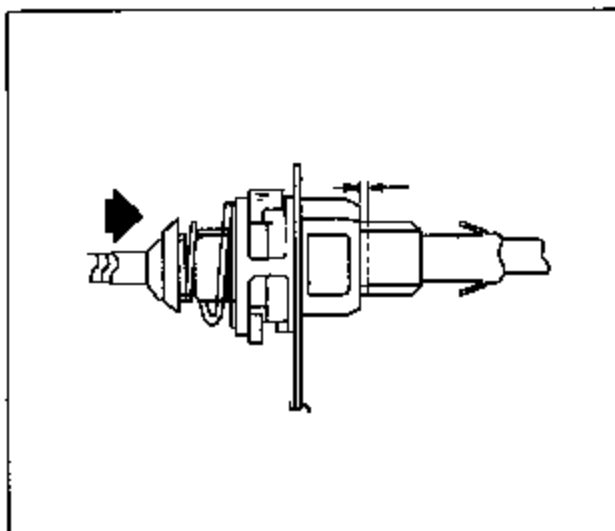


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4. Using a small screwdriver, pick, or awl, lift lock tab on park lock cable assembly.
5. Quickly depress and release shifter button three times to move park lock cable to initial position.
6. With one hand, insert ignition key in ignition switch and turn to RUN position.



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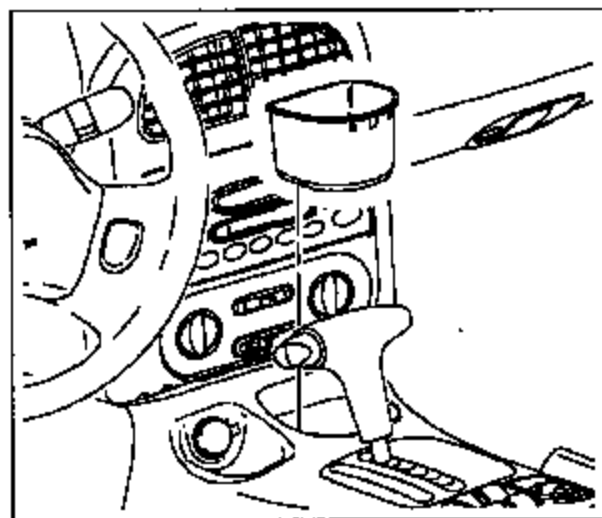


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7. With other hand, slowly move park lock cable assembly toward shifter control base while repeatedly attempting to turn ignition key to LOCK position.
8. Once ignition key can easily and smoothly be turned to LOCK position without binding, press locking tab back down on park lock cable assembly.

IMPORTANT: When lock tab is pressed back down, park lock cable slider position may change slightly.

9. Retest operation of park lock assembly.
 - 9.1 Ensure shifter is in "P" (park) position.
 - 9.2 Ensure ignition key is removed from ignition switch. If ignition key cannot be removed from ignition switch, repeat steps 4 - 9.
 - 9.3 Ensure parking brake is set.
 - 9.4 Depress shifter button and use normal effort to attempt to move shifter out of "P" (park) position.
 - If shifter can be moved out of "P" (park) position, repeat steps 4 - 9 to readjust park lock cable assembly.
 - If shifter cannot be moved out of "P" (park) position, continue to next step.



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10. Install cup holder/ashtray in console.
11. Affix Campaign Completion Label on a clean and dry surface of radiator core support, in an area clearly visible when hood is raised. (For more information, refer to "CAMPAIGN COMPLETION LABEL" in this bulletin.)

CAMPAIGN COMPLETION LABEL

Upon completion of the campaign, a *Campaign Completion Label* and a *Clear Protective Cover* should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides a space to print in ink (or type) the campaign number (01C03) and the five (5) digit facility code of the Retailer performing the campaign service.



As a reminder, additional labels may be ordered from Saturn publications (1-800-828-2112, prompt 3, Item #S03 00013A for the *Campaign Completion Label*, and item #S03 00013B for the *Clear Protective Cover*).

CREDIT

1. To receive credit for checking park lock cable operation and adjusting, if necessary, submit a claim with the information below:

Repair Performed	Parts Allow.	Sale Type	Case Type	Labor Op.	Labor Hrs.	Admin. Hrs.**
To perform park lock cable operational check	*	WC	VC	V????	0.2	0.1
To adjust park lock cable	*	WC	VC	V????	0.3	0.1

2. To receive credit for loaner/rental car costs incurred while owner awaits campaign repair or other goodwill expenses, submit a claim with the information below:

Repair Performed	Sale Type	Case Type	Labor Op.	Net Item Amount	Net Item Code	# Days Rental.
Loaner Reimbursement	WC	VC	Z4126	***	C	****
Other Goodwill	WC	VC	Z4127	***	R	N/A

3. Retailers are empowered to use good judgement regarding loaner/rental cars or any other goodwill expenses deemed necessary. It will not be necessary to call the Saturn Customer Assistance Center for authorization of goodwill. The Goodwill Worksheet (printed towards the back of this bulletin) must be used to document goodwill expenses. The completed Goodwill Worksheet must be attached to the hard copy of the CSO. Retailers are to make sufficient copies of the blank Goodwill Worksheet to document goodwill expenses.
4. Check your Saturn SERVICELINE.XL Claim Memorandum daily. Remember to code the claim as a WC sale type, and VC case type. Contact your field representative if you need assistance.
5. **All labor operations claimed in this bulletin must be submitted on individual (unrelated) CSO lines.** Refer to the Customer Service Order Preparation Manual for details on Product Campaign Claim Submission.

- * The parts allowance should be the sum total of the current SSPO Retailer net price plus 30% of all parts required for the repair
- ** Campaign administrative allowance
- *** Net amount must be submitted as a miscellaneous sale...Loaner reimbursement not to exceed \$30/day
- **** Enter number of days vehicle was rented...Not to exceed 1 day

CUSTOMER INSPECTION PROCEDURE

1. Set parking brake.
2. Ensure that shifter is in "P" (park) position.
3. Remove ignition key from ignition switch.
4. Depress shifter button and use **normal** effort to attempt to move shifter out of "P" (park) position.
 - If shifter can be moved out of "P" (park) position, please contact your local Saturn Retailer to schedule an appointment to have your vehicle serviced.
 - If shifter cannot be moved out of "P" (park) position, please complete section 6 of the postage paid card, sign it, and return it to Saturn Corporation.

IMPORTANT: You must complete and return the enclosed postage paid card. This will ensure you do not continue to receive notification of this campaign on your vehicle.

If you have any questions, please contact your local Saturn Retailer or Saturn Customer Assistance Center at 1-800-553-6000.



October, 2000

Dear Saturn Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Saturn has decided that certain 2000 and 2001 Saturn S-Series vehicles equipped with automatic transaxles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 114, "Theft Protection." Some of these vehicles were produced with an improperly adjusted automatic transaxle park lock cable assembly. If improperly adjusted, it is possible to shift from the "park" position with the ignition key removed. This condition increases the risk of accidents resulting from the unintended movement of parked vehicles.

Saturn is asking owners and Retailers to perform a functional check of the automatic transaxle park lock cable assembly operation, and, if necessary, to have the cable adjusted. If owners are not comfortable performing the functional check themselves, they are given the option of having a Retailer do it for them.

What you should do:

You may choose to perform a simple functional check yourself using the enclosed inspection procedure. If the vehicle performs as it should in this check, the above condition should not be possible, and no park lock cable assembly adjustment is necessary. If it does not perform correctly, your Saturn Retailer will make the necessary adjustment. If you have any questions concerning this procedure, please contact the Saturn Customer Assistance Center at 1-800-553-6000 prompt 3, or for the hearing impaired, 1-800-833-6000.

If you perform the inspection yourself and find your vehicle to be functioning properly, please use the postage paid return card to notify us that the park lock cable assembly on your vehicle is functioning properly. Complete section #6, sign and drop the card in the mail. If you are not comfortable performing the inspection yourself, your Saturn Retailer can perform the inspection for you and, if necessary, make the needed adjustment. Please contact your Saturn Retailer to make arrangements for having this service performed.

What Saturn will do:

Saturn will inspect and, if necessary, adjust the automatic transaxle park lock cable assembly on your vehicle, at no charge to you. No parts are required and the inspection should take only a few minutes. If adjustment is required, the entire procedure will take less than half an hour. Please allow your Retailer some additional time for paperwork and processing.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. Should your Retailer be unable to schedule a service date within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-553-6000 prompt 3, or for the hearing impaired, 1-800-833-6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., SW, Washington, DC 20590, or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Again, we sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation
01-C-03

01-C-03 GOODWILL WORKSHEET

As stated in the "Credit" section of this bulletin, Retailers are empowered to use good judgement regarding loaner/rental cars or other goodwill expenses that might become necessary for customer satisfaction.

Complete this worksheet and attach it to the hard copy of the Customer Service Order (CSO) to document all campaign goodwill claims submitted to Saturn.

VIN # _____

A. Vehicle Loaner/Rental Allowance Explanation: \$ _____

Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	Z4126	C	*

* Not to exceed \$30/day for 1 day

B. Other/Goodwill Allowance Explanation (Specify what was done and why): \$ _____

Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Other Goodwill	WC	VC	Z4127	R	N/A

Authorized Retailer Signature

(Please copy this form as necessary)